

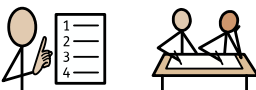









Technology Standards

No.	Standard	Examples	R A G
1	 <p>Service users can use audio/video conferencing.</p>	<p>Audio and video conferencing technology is available. Evidence of this being made available and used. Technology policy.</p>	
2	 <p>The service has access to an IT advisor to keep up to date on policy and practice regarding modern technology.</p>	<p>IT advisor available. Discussions around modern technology evident. Service attends the regional security and ops meetings to keep up to date with changes in this area.</p>	
3	 <p>Policies, procedures and guidance are co-produced and are reviewed and updated as technology changes, a minimum of annually.</p>	<p>Policies co-written. Reviews done collaboratively. Discussed in community meetings or RRP meetings. Review dates.</p>	
4	 <p>Regular access to the internet and electronic equipment is available based on individual risks and needs.</p>	<p>Frequency of availability of technology such as the internet. Risk assessments. Individual care plan. Policies around technology.</p>	

Technology Standards

No.	Standard	Examples	R A G
5	 <p>Service users can have an email account.</p>	Evidence of supporting service users to open an account. Individual care plan/risk assessment.	
6	 <p>There is access to mobile phones for service users.</p>	Mobile phone/technology policy. Individual risk assessments/care plans/ contracts around phone use.	
7	 <p>Service users have an agreement around the use of technology that has been collaboratively written and agreed - this includes a plan for if the agreement is broken.</p>	Individual care plans /contracts /agreements around different technology items.	
8	 <p>There is evidence of positive risk taking and responsibilities regarding technology in service users care plans.</p>	Technology care plan in place. Risk assessments.	

Technology Standards

No.	Standard	Examples	R A G
9	 <p>There are policies and awareness sessions available around safety when using technology and social media, including confidentiality and risk.</p>	<p>Recovery College courses. Policies and procedures. Awareness sessions offered. Training package. PowerPoint slides. Internet safety posters/ leaflets.</p>	
10	 <p>Electrical items requiring PAT testing should be tested within 7 days to prevent service users waiting unnecessarily.</p>	<p>PAT testing audit.</p>	
Total score for this area:			